

Quartz Align – Provider FAQs

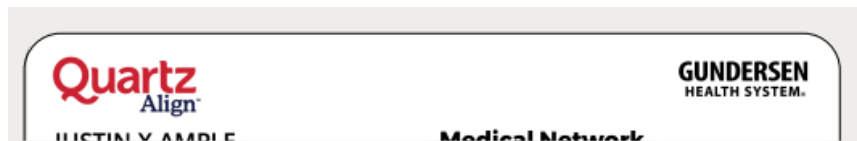
Participant information

What is the difference between a Quartz member and a Quartz Align participant?

- A Quartz member has a fully insured plan, which means their employer purchases health coverage offered by Quartz and deems Quartz 100% accountable for providing coverage.
- A Quartz Align participant has a self-funded plan, which means their employer purchases health coverage from Quartz, but the employer is 100% accountable for providing the coverage. In this instance, Quartz helps the employer with operational tasks, such as processing claim payments, but is not accountable for providing the coverage.

How will I know the difference between a Quartz member and a Quartz Align participant?

- A Quartz Align participant will have the Quartz Align logo in the top left corner of their ID card. For example:



Will Quartz Align participants continue to have the same member ID number?

- No, all Quartz Align participants will receive new member ID numbers and new ID cards. Please make sure to update the participants' information appropriately.

Will I still be able to use MyQuartz to look up a Quartz Align participant?

- Effective January 1, 2023, Quartz Align participant health insurance and benefit information will only be accessible through the new Quartz Align participant portal at QuartzAlign.com/Providers (the site is powered by MagnaCare). However, historical health insurance and benefit information will be available in MyQuartz 90 days after January 1, 2023.

Operational information

Is there a change to the way I submit prior authorization requests for Quartz Align participants?

- Yes, prior authorization requests need to be submitted using one of three options:
 - By phone – **(866) 624-6261**
 - By fax – Inpatient **(888) 862-5118**; Outpatient **(888) 862-6490**
 - By Quartz Align Provider Portal – QuartzAlign.com/Providers

Who do I contact if I want to file an appeal?

- There are no changes to this process. Continue to email your request to providercommunications@quartzbenefits.com.

Will the Explanation of Payment (EOP) be different?

- Yes, the EOP will look different from the EOP you receive today; however, it will contain all the same content and information.

How will I receive or access the Electronic Remittance Advice (ERA)?

- ERAs are accessible through the new Quartz Align Provider portal. You can either retrieve a digital copy within the portal or use the portal to request a paper copy.

Claims information

How will the claims submission process change?

- Claims with dates of service on January 1, 2023 or beyond will need to be sent to a new address with a new payor ID.
 - Mail paper claims to:
 - Quartz Align
c/o Brighton Health Plan Solutions
P.O. Box 1001
Garden City, NY 11530
 - New payor ID for electronic claims submissions: Payor ID 11303

What will happen if I send a claim to Quartz using the old address or payor ID?

- If Quartz receives a paper for a Quartz Align participant for dates of service after January 1, 2023, Quartz will reject the claim and return it to the provider with information on where to correctly send the claim.
- If Quartz receives an electronic claims submission for a Quartz Align participant for dates of service after January 1, 2023, Quartz will route the claim to the new system for processing. Quartz will then reach out to remind the provider of the correct submission information and process moving forward.

Customer Success

What is the new contact information for Quartz Align Customer Success?

- Beginning January 1, 2023, the Quartz Align Customer Success phone number will be **(866) 624-6261**. All coverage inquiries before January 1 should continue to go through existing channels or by calling **(800) 805-0693**.